

Policy Governance Council Meeting Evalutation Schedule

Meeting Date	Policy Governance Evaluator
6/6/2000	Mayor Pro Tem Reveal
6/20/2000	Councilmember Nichols
7/4/2000	Deputy Mayor Pro Tem Downey
7/18/2000	Mayor Seei
8/2/2000	Councilmember Maso
8/15/2000	Councilmember Simpson
9/5/2000	Councilmember Osuna
9/19/2000	Mayor Pro Tem Reveal
10/3/2000	Councilmember Nichols
10/17/2000	Deputy Mayor Pro Tem Downey
11/7/2000	Mayor Seei
11/21/2000	Councilmember Maso
12/5/2000	Councilmember Osuna
12/19/2000	Councilmember Simpson
1/2/2001	Mayor Pro Tem Reveal
1/16/2001	Councilmember Nichols
2/6/2001	Deputy Mayor Pro Tem Downey
2/19/2001	Mayor Seei
3/6/2001	Councilmember Maso
3/20/2001	Councilmember Osuna
4/3/2001	Councilmember Simpson
4/17/2001	Mayor Pro Tem Reveal
5/1/2001	Councilmember Nichols



Memorandum

To: **Honorable Mayor Seei and the Frisco City Council**
Thru: **George Purefoy**, City Manager
From: **Jason Gray**, Assistant to the City Manager
CC: Curtis Hawk, A. Scott Young
Date: 4/13/2001
Re: Customer Relationship Management System

Action Requested:

At the 4/3/01 regular City Council meeting, you had several questions regarding a complaint tracking system. I mentioned briefly that I had been looking into a Customer Relationship Management (CRM) software package and that I would report back to you at a later date.

Background Information:

Customer Relationship Management (CRM) is a new term for an old concept. Being able to manage our relationships with our customers (citizens, businesses, partners, etc.) is of critical consequence to our business process. In the past, we have been able to succeed without a formal system due to the fact that the sheer number of calls, emails, faxes, letters, and conversations were somewhat limited and could be managed on a day-to-day basis without sophisticated software. Those days are quickly ending as we enter into a world which allows 24 hour access to just about everything over the Internet and a heightened expectation of service from a more technologically advanced citizenry.

This phenomenon is not specific to Frisco, and not specific to local government. There has been a movement for the past several years in the corporate world to develop databases that allow companies immediate access to customer information ranging in sophistication on the low end of tracking dates and times of telephone calls to more comprehensive systems that integrate and capture all forms of citizen communication ranging from phone calls to emails to faxes and letters.

Just as there is a wide variety of services that the different software packages provide, there is a wide variety of price tags that they carry. Ranging on the low end from around \$40,000 to the high end of a quarter to a half million dollars, this is a product which will take serious cost/benefit analysis prior to any decision being made.

We are constantly looking at the quality of our technological systems, over the past several months, we have met with several vendors that may provide these services. In my opinion, purchasing a stand alone CRM system may enable us to get it in place sooner, but will seriously hinder its effectiveness in the end. It should be able to tie in seamlessly with both our utility billing and GIS systems, and we are still searching for a product that can accomplish this.

Board Review/Citizen Input:

Not applicable to this item.

Alternatives:

Not yet applicable to this item.

Financial Considerations:

Please see above.

Legal Review:

Not applicable to this item.

Supporting Documents:

None.

Staff Recommendation:

I expect to be able to bring a recommendation forward during the budget process for FY 2002.

Thank you for your consideration of this item, if I can be of any support, please contact me at 972-335-5551 x125 or by email at atcm@ci.frisco.tx.us.



Governance Monitoring Staff Report

To: **Honorable Mayor Seei and the Frisco City Council**
Thru: **George Purefoy**, City Manager
From: **Frances Justus**, Tax Assessor/Collector
CC: Curtis Hawk, Jason Gray
Date: 4/13/2001
Re: End of Month Tax Report

Report Summary:

This report is tracking the current and delinquent tax collections for the year 2000.

Comparative Data:

The current 2000 levy is \$11,466,246 and is 101.44% of the beginning levy for the year. The 1999 levy at this same date was \$7,989,998, 1998 was \$5,612,392, and 1997 was \$4,881,711.

At the end of March the tax office has collected \$11,030,527 of the \$11,466,246 due the city for 2000 leaving 3.80% or \$435,720 still to be collected. During March we collected \$245,287 or 2.14% of the 2000 levy. At the end of March our office had collected 96.2% for the current year. This surpasses our collection rate for the previous 2 years.

In the year 1999 on this date we had collected 95.92% for the year and for the month of March we collected 1.29%. For the previous year, 1998, we collected 1.85% for the month and 96.18% for the year. In 1997 we collected 2.06% for the month and 96.23% for the year.

For the month of March 1999 we collected \$103,155, in 1998 we collected \$130,790, and in 1997 we collected \$100,349 compared to the \$245,287 we collected this March for the year 2000.

We have collected \$794,290 of the \$796,315 due the TIF accounts, leaving a balance due of \$2,026. Rollbacks collected during the month were \$100 and for the year rollbacks collected total \$196,563.52.

Report Analysis:

Our collections for March were up due to taxpayers coming in to pay taxes after receiving their income tax returns (I believe), and many supplemental adjustments went delinquent April 1, and these were paid prior to going delinquent.

Supporting Documents:

City of Frisco Monthly Tax Report for the Month of March 2001

Staff Recommendation:

We are continuing to research accounts not paid, searching for updated addresses on some accounts, making refunds on accounts overpaid or double paid, imputing supplemental changes, figuring rollbacks on ag accounts, issuing many tax certificates, and working with our tax attorney on the delinquent roll and the collection thereof.

Thank you for your consideration of this item, if I can be of any support, please contact me at (972) 335-5555 x130 or by email at FJustus@ci.frisco.tx.us.



Governance Monitoring Staff Report

To: **Honorable Mayor Seei and the Frisco City Council**
Thru: **George Purefoy**, City Manager
From: **Perry Harts**, Director of Development Services
CC: **A. Scott Young**, Assistant City Manager
Date: **4/13/2001**
Re: **Building Permit Report**

Report Summary:

The Permit Recap shows the number of permits for each type of construction along with the amount of the permit fees and the valuation of the construction.

Comparative Data:

Attached is a graph of the 12-month moving total for new single-family building permits. This graph puts in perspective last month's activities in relation to previous months going back to December 1992. As you can see our all-time peak was in December 2000 when our 12-month total was 2,432. Since then we have had a small drop.

Report Analysis:

The new single-family home permits rose to 141 in March, which is up from 96 in February. The commercial activity is still strong.

Supporting Documents:

1. Permit recap sheet for the previous month.
2. A graph showing the 12-month moving total.

Staff Recommendation:

No action is recommended.

Thank you for your consideration of this item, if I can be of any support, please contact me at (972) 335-5580 ext 151 or by email at PLHarts@ci.frisco.tx.us.